GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:1415
ANSWERED ON:26.07.2016
Consumer Issues
Chowdhury Shri Adhir Ranjan

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the amendment to Consumer Protection Act has proposed changing consumer consultations which will eliminate the Central and State Councils and keep out the consumer groups from the consultation process and in a way raises serious questions about their relevance and role in safeguarding the consumers;
(b) if so, the details thereof and the manner in which the Government would ensure representation of consumer groups and general public; and
(c) whether it also entrusts the responsibility of dealing with consumer issues on the DCs and DMs which would affect the efficacy due to paucity of time and burden of work on them and if so, the details thereof and the corrective steps proposed in this regard?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C.R. CHAUDHARY)

(a) & (b) : In the Consumer Protection Bill, 2015 introduced in Parliament, there is no proposal to eliminate the Consumer Protection Councils.

(c) : As per the proposals contained in the Consumer Protection Bill, 2015, at the District level the powers of the Central Consumer Protection Authority proposed to be established to protect, promote and enforce the rights of the consumers, shall be exercised by the District Collector. The Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution has recommended that as the District Collector is already overburdened with many responsibilities, he may be empowered only to the extent of conducting inquiries and investigation and refer the matter to the Central Authority for final decision.

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